

**Wilkes-Barre VAMC Healthcare System**

VA Medical Center  
1111 East End Boulevard  
Wilkes-Barre, PA 18711-0026  
(570)-824-3521  
Toll Free 1-877-928-2621  
<http://www.va.gov/vamcwb/>

Allentown Outpatient Clinic  
3110 Hamilton Blvd  
Allentown, PA 18103  
(610)-776-4304  
Toll Free 1-866-249-6472

Northampton County Outpatient Clinic  
Phoebe Slate Belt Nursing Home & Rehabilitation Ctr.  
701 Slate Belt Blvd  
Bangor, PA 18013-9341  
(610)-599-0127

Schuylkill County Outpatient Clinic  
Good Samaritan Medical Center  
700 E. Norwegian St.  
Pottsville, PA 17901  
(570)-621-4115

Williamsport Outpatient Clinic  
Campus of Divine Providence Hospital  
Wenner Bldg. 3rd Floor, Suite 304  
1705 Warren Ave  
Williamsport, PA 17701  
(570)-322-4791

Columbia County Outpatient Clinic  
Alley Medical Center  
301 West Third Street  
Berwick, PA 18603  
(570)-759-0351

Sayre Outpatient Clinic  
301 North Elmira St.  
Sayre, PA 18840  
(570)-888-6803

Tobyhanna Outpatient Clinic  
Tobyhanna Army Depot  
Building 220  
Tobyhanna, PA 18466  
(570)-895-8341

**Wilkes-Barre VAMC Senior Management Team**

**Roland E. Moore**  
Director

**C. Gene Molino**  
Associate Director

**William Grossman, MD**  
Chief of Staff

**Linda Stout**  
Nurse Executive



**Request for Input and Feedback:** Please provide any comments you may have regarding the current or future Strategic Plan to the Chairperson, Strategic Planning Committee at 570-830-7042.



*Department of Veterans Affairs  
Medical Center  
1111 East End Boulevard  
Wilkes-Barre, Pa 18711*

**FY 05  
Strategic Plan**



**February 2005**

## Wilkes-Barre VAMC Fiscal Year 2004 Accomplishments

- Treated 40,688 unique veterans.
- Renovated a new Short Procedure Unit.
- Implemented Open Access/patient Driven Scheduling & met all clinic access standards—best in VISN.
- Attained \$139,808.04 above our MCCF goal of \$11,825,008.04 (11.24% increase over FY03).
- Formalized the Telemedicine program & completed approximately 1,000 visits..
- Attained exceptional performance in 7 of 7 performance clinics (Mental Health, Audiology, Cardiology, Eye Care, GI, Orthopedics, & Urology).
- Exceeded the national average for patients being seen by provider in 20 minutes or less..
- Achieved maximum Quadrant I scores for 5 of 5 clinical interventions..
- Implemented instant recognition awards and increased awards/recognitions from 243 to 817.
- Achieved a total of 96,152 hours given by 2,719 volunteers...167 of the volunteers were enrolled in our Youth Volunteer Program.
- Exceeded VISN & National average in next available appointments for all 7 measured performance clinics.
- No patients remain on waiting list
- 2nd best in VISN for Mental health Intensive Case Management (MHICM) Screening.
- Improved MHICM Screening from 56% in FY03 to 90% in FY04.
- Service agreements established for all specialty performance measure clinics.
- 2nd in VISN in overall scoring of Clinical Performance Measures rated Exceptional or On Target; 23 or 29 measures were included.
- Exceeded the VISN & national average for all 3 Cancer Screening measures.
- Best in VISN, exceeding VISN & national averages with exceptional score of 97% for Cervical Cancer Screening.
- Best in VISN in 3 of 12 applicable Cardiovascular Measures & exceeded VISN & national averages in 9 of the 12 measures.
- Best in VISN for endocrine & Infectious Disease Measures & met or exceeded the VISN & national average.
- Exceeded VISN & national averages in both Substance Use Disorder (SUD) Measures with exceptional scores of 38% and 94% respectively.
- Improved SUD Continuity of Care Measure from 11% in FY03 to 38% in FY04 AND SUD Screening for Problem Alcohol usage from 85% in F603 to 94% in FY04.
- Best in VISN for Compensation & Pension examination completion at 19.9 days cumulative

## VA Stars & Stripes Healthcare Network Fiscal Year 2004 Accomplishments

- Treated nearly 296,000 patients, 11,000 more than last year, and almost 54,000 more than were treated three years ago.
- Results from VA's patient satisfaction survey showed that over 85% of the veterans in our network said they were able to get an appointment with their VA provider when they wanted one; exceptional category.
- Nearly 7,000 regularly scheduled volunteers and more than 30,000 other, occasional volunteers. Volunteers spent almost 700,000 hours helping our veterans & staff.
- Treated 1,413 returning service members.
- For Care Coordination, received \$1 million in funding to purchase equipment for implementation of the program. In addition, all medical centers developed plans to rollout Care Coordination based on the needs of their patient population
- Above the national average & the best VISN when patient were asked: "All thing considered, how satisfied are you with your healthcare in VA?"
- Continued to make progress on waiting times: 6 of 8 key clinics were below the 30-day criterion, with orthopedics at 34.8 days, and GI at 58 days.
- Achieved the "exceptional" performance level in 3 of 5 clinical interventions (i.e., cancer, cardiovascular disease, and diabetes), & a "fully successful" level for two others (infectious disease & tobacco use).
- Received a Kenneth W. Kizer Grant for our commitment to the Malcolm W. Baldrige national Quality program's healthcare criteria for performance excellence. This grant recognized our continued use of a systematic approach to improve patient care, achieve exemplary health care outcomes, attain a high level of patient satisfaction, & identify excellent practices that can be shared with other VHA healthcare networks.
- Received \$42,462,013 for research, & \$17,899,644 for research support. There are currently 158 clinical investigators involved in nearly 500 active research projects.

### Wilkes-Barre VA Medical Center

#### Mission

To maintain and improve veterans' health and quality of life.

#### Vision

To be the Provider and Employer of Choice by delivering the best health care services.

#### Values

Trust, Respect, Excellence,  
Compassion, Commitment

## Veterans Health Administration Strategic Goals for Fiscal Year 2005

- I. Restore the capability of veterans with disabilities to the greatest extent possible & improve the quality of their lives & that of their families.
- II. Ensure a smooth transition for veterans from active military service to civilian life.
- III. Honor & serve veterans in life & memorialize them in death for their sacrifices on behalf of the Nation.
- IV. Contribute to the public health, emergency management, socioeconomic well-being, & history of the Nation.
- V. Deliver world-class service to veterans & their families by applying sound business principles that result in effective management of people, communications, technology, & governance.

### Wilkes-Barre VAMC Key Drivers for Fiscal Year 2005

- Quality Care
- Technical Quality
- Perceived Quality
- Efficiency
- Patient Satisfaction

### Wilkes-Barre VAMC Strategies for Fiscal Year 2005

1. Lead the nation in health care for patients with disabilities commonly associated with military service.
2. Maximize recovery of patients with mental health conditions.
3. Provide a seamless transition from military to VA health care.
4. Promote timely and equitable access to health care.
5. Continuously improve the quality and safety of health care.
6. Emphasize patient-centered care, especially for our most vulnerable patients.
7. Proactively invite and act on complaints and suggestions.
8. Equip patients and staff with practical health information.
9. Focus research efforts on veterans' special health care needs.
10. Promote excellence in the education of future health care.
11. Assure VHA's readiness to respond in case of local and national emergencies.
12. Match VHA's human resources with current and future staffing needs.
13. Enhance the work environment to improve employee satisfaction.
14. Raise awareness of VHA and services provided.
15. Increase Revenue and efficiency through sound busi-